

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Employment and Child Care Program Office

Request for Proposals

HMS 903-08-10-O

**Grant Diversion Program for Temporary
Assistance for Needy Families (TANF)
and Temporary Assistance for Other
Needy Families (TAONF) on Oahu**

January 16, 2008

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the RFP Interest form, complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

P.O. Box 339
Honolulu, Hawaii 96809-0339

January 16, 2008

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Esq., Director *LBK*

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – GRANT DIVERSION PROGRAM
IN HONOLULU; RFP NO. HMS-903-08-10-O**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. An informational meeting is scheduled for 9:00 A.M. to 11:00 A.M. on Tuesday, January 22, 2008 at the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) Office, 820 Mililani Street, Suite 606, Honolulu, HI 96813. For more information, please call 586-7110.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered or DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 P.M., Thursday, February 14, 2008, to the DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813. ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, February 14, 2008, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	1/16/2008
Distribution of RFP	1/16/2008
RFP orientation session	1/22/2008
Closing date for submission of written questions for written responses	1/29/2008
State purchasing agency's response to applicants' written questions	2/4/2008
Discussions with applicant prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	2/14/2008
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	Week of 2/19/2008 – 2/26/2008
	2/29/2008
Provider selection	3/4/2008
Notice of statement of findings and decision	
Contract start date	4/1/2008

II. Website Reference

The State Procurement Office (SPO) website is www.spo.hawaii.gov

For	Click
1 Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2 RFP website	"Health and Human Services, Ch. 103F..." and "RFPs"
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4 Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5 Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6 Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7 Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at www.hawaii.gov)

For	Go to
8 Tax Clearance Forms (Department of Taxation Website)	<u>http://www.hawaii.gov/tax/</u> click "Forms"
9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	<u>http://www.capitol.hawaii.gov/</u> click "Bill Status and Documents" and "Browse the HRS Sections."
10 Department of Commerce and Consumer Affairs, Business Registration	<u>http://www.hawaii.gov/dcca</u> click "Business Registration"
11 Campaign Spending Commission	<u>www.hawaii.gov/campaign</u>

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicants with an overview of the procurement process.

Section 2, Service Specifications--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments --Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of	Human Services
Benefit, Employment and Support Services Division	
<u>820 Mililani Street, Suite 606 Honolulu, HI 96813</u>	
Phone (808)	<u>586-5735</u>
Fax: (808)	<u>586-5744</u>

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date:	<u>January 22, 2008</u>	Time:	<u>9:00 A.M.</u>
Location:	<u>Benefit, Employment and Support Services Division</u>		
	<u>820 Mililani Street, Suite 606 Honolulu, HI 96813</u>		

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VII. Submission of Questions).

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: January 29, 2008 **Time:** 4:30 P.M. HST

State agency responses to applicant written questions will be provided by:

Date: February 4, 2008

VIII. Submission of Proposals

A. Forms/Formats - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (See page 1-2, Websites Referred to in this RFP. Refer to the Proposal Application Checklist for the location of program specific forms.

- 1. Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
 - 2. Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
 - 3. Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
 - 4. Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
- Attachments shall be clearly marked, specifically referenced to in the text of the proposal document and added at the end of the submitted proposal document.**

- 5. Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS)

will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, subparagraph III.A.1, Administrative Requirements, and the Proposal Application Checklist (located in Section 5) to determine whether the tax clearance is required at time of proposal submittal for this RFP. Tax clearance application may be obtained from the Department of Taxation website. (See paragraph II, Website Reference.)

B. Program Specific Requirements - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist located in Section 5.

C. Multiple or Alternate Proposals - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

D. Wages and Labor Law Compliance - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website. (See paragraph II, Website Reference.)

E. Compliance with all Applicable State Business and Employment Laws. All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be register and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See paragraph II, Website Reference.)

F. Campaign Contributions by State and County Contractors. Contractors are hereby notified of the applicability of Section 11-205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a

legislative body. For more information, Act 203/2005 FAQs are available at the Campaign Spending Commission webpage. (See paragraph II, Website Reference.)

- G. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- H. Proposal Submittal** – All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
- Postmarked after the designated date; or
 - Postmarked by the designated date but not received within 10 days from the submittal deadline; or
 - If hand delivered, received after the designated date and time.
- The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

No faxed proposals or proposals submitted through electronic means (diskette/CD, transmission by e-mail, etc.) shall be allowed.

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline** - Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

X. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit only the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202 and 3-142-203 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith.
(Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610(a)(1), HAR)
- (6) Applicant not responsive (Section 3-143-610(a)(2), HAR)

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency		Procurement Officer	
Name: Lillian B. Koller		Name: Edwin Igarashi	
Title: Director		Title: Procurement Officer	
Mailing Address: P.O. Box 339 Honolulu, HI 96809		Mailing Address: P. O. Box 339 Honolulu, HI 96809	
Business Address: 1390 Miller Street Room 209 Honolulu, HI 96813		Business Address: 1390 Miller Street Room 209 Honolulu, HI 96813	

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

XXI. Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

XXII. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXIII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The State of Hawaii, Department of Human Services, hereafter referred to as the Department, is seeking proposals to provide diversion services, hereafter referred to as the Grant Diversion program, for Temporary Assistance for Needy Families (TANF) and Temporary Assistance for Other Needy Families (TAONF) applicants on Oahu.

The purpose of the Grant Diversion program is to provide services to TANF or TAONF eligible clients, for a four (4) month period, in order to assist them in obtaining paid employment and divert them from transitioning to TANF or TAONF assistance. Services to be provided may include, but are not limited to, screening, intake and orientation, job/work activity readiness, job/work activity coaching, job/work activity placement, job/work activity retention, on-going case management and support services delivery such as child care, transportation and work-related expenses, to assist TANF and TAONF eligible clients with finding and retaining employment.

B. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was published and posted on the State of Hawaii, State Procurement Office (SPO) website on December 7, 2007, at the following website address:

<http://www4.hawaii.gov/bidfiles/RFI%20903-08-06-EH>

The posting attempted to solicit feedback from the general public on the services to be procured. No feedback was received from the general public.

C. Description of the goals of the service

The recommended job achievement goal for the Grant Diversion participant shall be steady employment of forty (40) hours per week. Participants shall be expected to participate in federally defined work activities in order to achieve employment. This will be further described in Section III, Scope of Work.

D. Description of the target population to be served

The population to be served is able-bodied adults who are TANF or TAONF eligible. The Department reserves the right to change the target population

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experiences.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

after 30 days notice being afforded to the provider affected for the duration of these contract or supplemental agreement(s).

E. Geographic coverage of service

The geographic coverage is described as the North Shore, Windward and Honolulu areas of Oahu, specifically census tracts 1 to 78, 80 to 61 and 101 to 113. The Department reserves the right to re-assign census tracts, based on service needs, after 30 days notice being afforded to the provider affected for the duration of these contract and supplemental agreement(s).

F. Probable funding amounts, source, and period of availability

Funding for this procurement is expected to be federal funds through the State's federal TANF Block Grant allocation, CFDA 93.558. The maximum amount of funding for this contract for FY 2008 (April 1, 2008-March 31, 2009) is \$575,000 which shall be provided to cover base operating costs. This amount shall include a maximum of \$50,000 to subsidize the purchase of required assistive technology which is not available through community resources or medical insurance. In order to cover potential performance incentives, a total of \$775,000 shall be made available to the Provider which is detailed in section III, B, 8 below. Although the maximum value of this contract is \$775,000, the Department anticipates proposed budgets not to exceed the base operating costs of \$575,000 plus \$115,000 potential bonus to the Provider and \$85,000 potential bonuses to employers who hire Grant Diversion clients. The Department reserves the right to change the funding amounts and source, based on future service needs, after affording the Provider 30 days notice, for the duration of this contract and any Supplemental Agreement(s).

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1//98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

**B. Secondary purchaser participation
(Refer to §3-143-608, HAR)**

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: None

- C. **Multiple or alternate proposals**
(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

- D. **Single or multiple contracts to be awarded**
(Refer to §3-143-206, HAR)

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for multiple awards:

- E. **Single or multi-term contracts to be awarded**
(Refer to §3-149-302, HAR)

☐ Single term (≤ 2 yrs) ☒ Multi-term (> 2 yrs.)

Contract terms:

Initial term of contract: Twelve (12) months

Length of each extension: Twelve (12) months

Number of possible extensions: Three (3)

Maximum Length of contract: Four (4) Years or Forty-Eight (48) Months

The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

Conditions for extension: Extensions to the original agreement are subject to the availability of funds, continued need and provider performance. Contract extensions must be in writing and must be executed prior to expiration.

- F. **RFP contact person**

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section 1, paragraph 1 (Procurement Timetable) of this RFP.

Gwen Murashige, (808) 586-7110, gmurashige@dhs.hawaii.gov

III.

Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities
(Minimum and/or mandatory tasks and responsibilities)

1. Intake and Assessment

TANF or TAONF eligible clients who are able-bodied shall be referred to the Grant Diversion Provider (Provider) for intake and assessment services via selection from the Hawaii Automated Network Assistance (HANA) system. A pool of eligible clients will be created from the Department's Hawaii Automated Welfare Information (HAWI) system and referred to HANA on a daily basis. Client selection and intake and assessment services shall be conducted within forty eight (48) hours following the placement of the client into the pool. The Department's expectation is the Provider shall service all clients in the pool.

The intake and assessment session between the client and Provider will help the Provider to identify the strengths and weaknesses of the client and to assess the client's basic skills and aptitudes. The information obtained from the intake and assessment will be used to formulate the Employability Plan, which outlines the client's work activities.

2. Employability Plan Development

Discussion and planning shall take place with the client and the Provider. The client's goals, needs, and abilities are all taken into consideration when formulating the Employability Plan.

The Employability Plan, developed by the Provider within five (5) days following the completion of the intake and assessment session, shall specify the work activities in which the client will participate. The plan shall be designed to enable the client to acquire the knowledge, skills, habits, and attitudes essential to securing and/or maintaining employment. The resulting plan shall also provide the foundation for measurable progress towards employment. This plan shall be reviewed and revised so that services are effective and focused.

3. Participation in Work Activities

Grant Diversion clients shall be expected to participate in federally defined work activities for a minimum of thirty (30) hours per week. The job achievement goal for the client shall be steady employment of forty (40) hours per week. The following work activities are allowable for the purposes of the Grant Diversion program.

a. Unsubsidized Employment

Employment in the public or private sector for which the employer is not subsidized by TANF or any other public program to offset the wages and cost of employing a TANF client.

b. Subsidized Employment

Employment in the public or private sector for which the employer receives a subsidy from TANF or other public funds to offset some or all of the wages and costs of employing a TANF recipient.

c. Work Experience

A work activity performed in return for welfare that provides the client with an opportunity to acquire the general skills, training, knowledge, and work habits necessary to obtain employment such as those activities available in the public or private non-profit workplace.

d. On-the-Job Training

Training in the public or private sector that is given to a paid employee while engaged in productive work that provides knowledge and skills essential to the full performance of the job.

e. Job Search and Job Readiness Assistance

Job readiness workshops for some clients may provide basic instruction on areas such as personal grooming, appropriate attire, effective interpersonal skills and problem solving, personal money management, and independent living skills. Job readiness sessions for the work ready employee should concentrate instruction on contemporary job search techniques and the skills and attitude required to successfully securing employment. The purpose of this job readiness training is also to assist the clients in understanding work rules and the necessity to adhere to these rules in order to maintain employment. Job readiness sessions are an integral part of the successful placement of an individual in a work environment.

The Provider shall assist the client with job searching and identifying job openings that suit the client's needs, interests, and abilities. For example the Provider may assist the client with contacting employers by e-mail, letter and/or telephone, internet resume posting and site registration, canvassing and on-site visits to employers.

Job readiness and job search activities shall not exceed four (4) consecutive weeks or a total of six (6) weeks in a federal fiscal year.

f. Vocation Training

Organized educational programs, not to exceed thirty (30) days, that are directly related to the preparation of clients for employment in current or emerging occupations requiring other than a baccalaureate or advance degree.

4. On-going Case Management

Case management shall be continuous from assessment until the client exits the Grant Diversion program. Special attention shall be focused on ensuring client compliance with program requirements which include but are not limited to, verifying participation in the scheduled activities and documenting compliance in the HANA system, counseling, documenting progress in the HANA case record, supervising and authorizing of support payments. A client's failure to meet assigned activities may result in the termination of benefits. If the client is non-compliant with the activities scheduled in the Employability Plan, good cause shall be determined by the Provider. In the absence of finding good cause, the Provider shall notify the financial assistance Eligibility Worker to proceed with a non-compliance notice.

If the client disputes a non-participation determination and files for an Administrative Hearing, the Provider shall complete and submit a detailed Administrative Hearing Report in accordance with the Department's procedures.

5. Support Services and Participation Reimbursement

The Provider shall use the HANA system to issue support services payments to eligible clients. The support services shall include, but are not limited to, child care, transportation, training and work-related expenses. The supportive services payments are not part of the appropriation for the diversion services contract.

6. Administrative responsibilities

- a. Normal hours of operation shall be 7:45 a.m. to 4:30 p.m., Mondays through Fridays, excluding State Holidays.
- b. Provider's staff shall act as the Department designee relating to the provision of diversion services.
- c. Provider's staff shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF,

TAONE, NA-GD, First-to-Work, Child Care Connection, and Child Support Enforcement. Provider shall use appropriate departmental forms and other written material.

- d. Provider's staff shall follow Procedures established by BESSD regarding: 1) support services for child care, transportation, and work related expenses, 2) case closures, 3) monitoring and tracking of participation, and 4) reporting of all data related to clients and client participation.
- e. Provider shall use the Hawaii Automated Network Assistance (HANA) system to do case management, data entry, and issue support services payments including: child care, transportation and work-related expenses. The resources for these payments shall be retained within the departmental budget.
- f. Provider shall oversee the services provided to the Department's Grant Diversion clients as described below. The Provider is responsible for the supervision of its staff. The Provider shall be the point of contact for the other providers or Department staff who may also be assisting the client in achieving self-sufficiency.
- g. Provider shall prepare monthly reports and invoices as required by the Department. Additional details are provided in section (B)(7) and (B)(8) below.

7. Provider Performance Bonus

Performance bonuses will be available for client placements that meet the following criteria:

- a. \$400 for each client that obtains full-time employment and exits the program within the first two months of the Grant Diversion program. In order to be considered a full-time employment exit, the client must remain off TANF and retain employment for a minimum of ninety (90) days.
- b. \$300 for each client that receives employment and exits the Grant Diversion program during months three (3) and four (4). In order to be considered an exit, the client must remain off TANF and retain employment for a minimum of 90 days.
- c. \$150 per client for each unsubsidized employment placement for thirty (30) or more hours per week that lasts at least six (6) weeks.
- d. \$100 for each client who transitions to the First-to-Work Program at the end of the fourth month and is participating in allowable work activities for thirty (30) hours per week.

NOTE: Client placement bonuses shall be limited to one (1) bonus per client. The total bonus amount available for client placement shall not exceed \$50,000 for the Contract year.

A performance bonus will be available to the Provider for meeting an overall participation rate for the Contract year. The participation rate is the percentage of clients out of the total active client population in the program, who have satisfactorily participated in federally defined work activities for a minimum of thirty (30) hours per week for the month. The overall participation rate for the Contract year is the average of participation rates for each month in the Contract year. The total bonus amount available for participation rate shall not exceed \$65,000 for the Contract year and will be based on the following structure:

- a. Equal to or greater than 60% Participation Rate/Year \$35,000.00
- b. Equal to or greater than 70% Participation Rate/Year \$45,000.00
- c. Equal to or greater than 80% Participation Rate/Year \$55,000.00
- e. Equal to or greater than 90% Participation Rate/Year \$65,000.00

Bonus requests are subject to verification by Department review/audit prior to bonus payment.

The total payments of Provider Performance Bonuses shall not exceed \$115,000.00 per Contract year.

The Provider Performance Bonus is subject to availability of funds. The Department reserves the right to make any changes to the Provider Performance Bonus at any time with 30 day prior written notice.

8. Employer Incentive Bonus

Incentive bonuses will be available to employers who hire Grant Diversion program clients.

- a. For clients hired thirty (30) or more hours per week for six (6) or more consecutive weeks, a bonus of \$100 per client will be available for each six week period. A maximum of three bonuses are available for each client.
- b. For clients hired forty (40) or more hours per week for six (6) or more consecutive weeks, a bonus of \$125 per client will be available for each six week period. A maximum of three bonuses are available for each client.

NOTE: Employer incentive bonuses shall be limited to one (1) bonus per client.

Bonus requests are subject to verification by Department review/audit prior to bonus payment.

The total payments of Employer Incentive Bonuses shall not exceed \$85,000.00 for the Contract year.

The Employer Incentive Bonus is subject to availability of funds. The Department reserves the right to make any changes to the Provider Performance Bonus at any time with 30 day prior written notice.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

The Provider shall hire sufficient staff to provide the contracted services and shall address the qualifications of their personnel to conduct the services. The Department may refer an estimated 300 clients each month to the pool. The caseload standard for each counselor is estimated to be 70 clients per month. The caseload standard and number of referrals are estimates intended to provide a baseline in order to determine staffing needs. The Department's expectation is the Provider shall service all clients eligible for the Grant Diversion program.

2. Administrative

a. Intention to Propose

Each proposal shall be submitted in the format prescribed and all portions addressed. In order to be in compliance with ACT 314, SLH 1996, all proposals must include a valid State (or current application for tax clearance) and IRS Tax Clearance Certificate in order to be considered.

b. Application Costs

The Department will not pay for any costs incurred by applicants prior to the effective date of a contract. All costs incurred in the preparation of a proposal in response to the Department's RFP (including travel expenses to attend any informational sessions, applicant's conference or negotiation sessions, if held) are the sole responsibility of the applicant.

c. Proposal Preparation

Only hard copy proposals shall be accepted. Proposals should be without elaborate art work, binding, printing, or materials not essential

to its utility and clarity. Graphs, charts and matrices are acceptable but should also be backed-up by a clearly written narrative. The Department requires an original and three (3) copies of the proposal.

d. Execution of Contract

The successful applicant will be required to enter into a formal written Contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. Any deviations thereof must be specifically defined by the applicant in its proposal which, if successful, will become part of the Contract.

The funds available for this project are limited. The Department reserves the rights to contract for only those services which appear to be in the best interests of the Department.

The Department reserves the right to cancel the Contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal Contract to the successful offeror for execution. The Contract shall be signed by the successful offeror and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the offeror, or within such further time as the Director may allow.

No such Contract shall be binding upon the Department until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

No Supplementary Agreement shall be binding upon the Department until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The Provider shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful offeror prior to receipt of a

Notice to Proceed shall be at the offeror's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful offeror prior to the receipt of a Notice to Proceed.

e. Special Conditions

Special Conditions, including but not limited to the following, shall be incorporated in the Agreement:

1) Purchase of Equipment, Furniture, Supplies and Telecom Request

a) The Provider shall get prior approval for the initial purchase of equipment, furniture, supplies, etc. which are required for this Contract. Subsequent purchases of equipment above \$250 (that has a useful life of more than one year) shall require prior approval.

b) The Provider shall transfer possession of equipment, furniture and supplies purchased by the Department upon termination of the Contract.

c) The Provider shall submit a telecom request to install or de-install any server, computers and printer related equipment, and telecommunication.

2) Liability Insurance

The Department of Human Services requires that the Provider obtain, maintain, and keep in force, throughout the period of this Agreement, general liability insurance (the "Liability Insurance") in an amount no less than ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) per occurrence and TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00) in the aggregate, or such lesser amount requested in writing by the Provider, and, for good cause shown, approved by the head of the purchasing agency, which approval, if any, is incorporated herein by reference, for bodily injury and property damage liability arising out of each occurrence. The Provider's Liability Insurance shall indicate that the State of Hawaii is an additional insured with respect to its policy provisions and, therefore, cover any liability arising out of or resulting from occurrences connected with the Provider's performance under the Agreement. Prior to, or upon execution of the Agreement, the Provider shall obtain a certificate of insurance verifying the existence of the necessary liability insurance

coverage in the amount stated above. If the scheduled expiration date of the liability insurance policy is earlier than the expiration date of the time of performance under the Agreement, the Provider, upon renewal of the policy, shall promptly cause to be provided to the State of Hawaii an updated certificate of insurance. The certificates of insurance shall expressly provide that the insurance policy shall not be cancelled unless the insurance company has first given to the State of Hawaii thirty (30) calendar days' written notice of the intended cancellation.

3. Quality assurance and evaluation specifications

The contract shall be evaluated based upon performance as described in section III listed above and item number 4 below. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. Output and performance/outcome measurements

The performance of the Provider shall be measured by the reporting specifications described in Section III (B) (7), Reporting requirements for program and fiscal data.

5. Experience

The applicant shall demonstrate a thorough understanding of the purpose and scope of the service activity, as well as the necessary skills, abilities, and knowledge of, and experience relating to the delivery of the proposed services.

6. Coordination of services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

7. Reporting requirements for program and fiscal data

A monthly invoice for operational costs shall be prepared and submitted to the Department by the 10th of each month in accordance with the agreed upon Compensation and Payment Schedule. Additionally, the Provider shall submit a final invoice upon termination of the contract.

The Provider shall use Hawaii Automated Network Assistance terminal (HANA) to enter client data and payment information. Monthly reports shall be prepared and submitted to the Employment Program Specialist,

ECCPO, BESSD. While manual reports may be submitted, the HANA computer entries shall be regarded as official reports. The Provider shall not receive credit for client performance if the corresponding data has not been entered into the computer system designated for this use.

Monthly program reports shall be prepared and provided to the Department and must include the following to document the program participant's progress:

- a. Number of Clients Referred to the Grant Diversion program
- b. Number of Clients Scheduled to Attend the Grant Diversion Orientation
 - Number of clients that attended the Grant Diversion orientation
- c. Number of Clients Completing Intake and Assessment Session
- d. Number of Active Grant Diversion Cases Open in HANA
- e. Number of Clients in Countable Work Component
 - Unsubsidized employment
 - Number of clients with 30+ hours
 - Number of clients with < 30+ hours
 - Subsidized employment
 - Number of clients with 30+ hours
 - Number of clients with < 30+ hours
 - Work experience
 - Number of clients with 30+ hours
 - Number of clients with < 30+ hours
 - Other countable work components
 - Number of clients with 30+ hours
 - Number of clients with < 30+ hours
- f. Number of Clients in Non-Compliance Status
- g. Number of Cases Closed
 - Due to change in mandatory status
 - Due to moving out of the State or location unknown
 - Due to only eligible TANF child leaving the household
 - Due to non-compliance with work participation requirements
 - Due to termination of Grant Diversion benefits
- h. Number of Clients Exiting the Grant Diversion program
 - Due to employment
 - Due to voluntary closure
- i. Number of Clients Transferred to First-To-Work
 - Number with unsubsidized employment 30+ hours
 - Number with unsubsidized employment < 30 hours
 - Number with subsidized employment 30+ hours
 - Number with subsidized employment < 30 hours
 - Number with CWEP 30+ hours
 - Number with CWEP < 30 hours

- Other 30+ hours
- j. Number of Clients Transferred to First-To-Work in Conciliation

Note: The Department may further refine these reporting requirements.

Applicants should propose activity measurements that would support these reporting requirements.

8. Pricing structure or pricing methodology to be used

This is a cost reimbursement contract. The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the Provider for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

9. Units of service and unit rate

Not applicable.

10. Method of compensation and payment

The Provider shall submit monthly original invoices specifying the amount due and certifying that services requested under the Agreement have been performed by the Provider according to the Agreement.

Payments shall be made in monthly installments upon the monthly submission by the Provider of the Subgrantee's Invoice and Expenditure Report, hereinafter SIER, in triplicate (an original and two copies). The invoices shall include the Provider's name shown in the Agreement, the Agreement number, and a detailed breakdown of the charges.

The monthly installments shall be determined by the State on a cost reimbursement basis. The SIER shall contain expenditures actually incurred for the performance of the services and a certification of compliance for the preceding month.

Final settlement under this Agreement shall include submission and acceptance of all reports and other materials to be submitted by the Provider to the State, resolution of all discrepancies in performance of services, and receipt of the tax clearance certificate.

IV. Facilities

The PROVIDER shall secure its own ADA compliant facilities in Honolulu and Kaneohe on Oahu.

The purchasing agency shall consider cost proposals based on “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. We anticipate these fees to be limited to 10% or less of the contract award. Also, these fees need to be built within the contract ceiling.

The Department reserves the right to negotiate the final amount of fixed fee within the limits discussed above.

The purchasing agency shall select the applicable cost proposals subject to the legal standing of the applicant organization, i.e., non-profit or for-profit and that are in the best interest of the state.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205 Budget
 SPO-H-206A Personnel: Salaries & Wages
 SPO-H-206B Personnel: Payroll Taxes, Assessments & Fringe Benefits
 SPO-H-206C Travel – Inter-Island
 SPO-H-206D Travel – Out-of State *
 SPO-H-206E Contractual Services – Administration
 SPO-H-206F Contractual Services – Subcontracts
 SPO-H-206G Indirect Costs
 SPO-H-206H Other Costs
 SPO-H-206I Equipment Purchases *

*Expenditures require justification and prior approval.

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant’s accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Audit report (most recent)

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4 Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	100 Points
Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points
TOTAL POSSIBLE POINTS	100 Points

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for each item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section I, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

1. Pricing Structure Based on Cost Reimbursement

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

The purchasing agency shall consider cost proposals based on “cost type” or “pure reimbursement” pricing structure from the applicants’ who are non-profit organizations licensed to do business in State of Hawaii. “Cost-type” involves payment of all incurred costs within a predetermined total estimated cost.

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

Final proposals submitted shall include all of the following documents to be accepted for consideration for this RFP.

Exclusion of any of the required documents below as part of the submitted final proposal shall disqualify the applicant from selection consideration.

1. Administrative Requirements
 - Application Checklist
 - Registration with State Procurement Office
 - Tax Clearance Certificate
 - Audit Report (most recent)
2. Proposal Application Requirements
 - Proposal Application Identification Form (Form SPO-H-200)
 - Table of Contents
 - Program Overview
 - Experience and Capability
 - Project Organization and Staffing
 - Service Delivery
 - Financial (All required forms and documents)
 - Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Each section listed below shall be evaluated using the following criteria:

Weighted points (0-5) for each sub-area will be given. The sum of weighted points given by the evaluators in all areas of each section will be divided by the maximum weighted points that could be allotted for that area. This quotient will be multiplied by the points assigned to each area, which is noted in parenthesis. The product will be the score for that area.

The weighted points awarded for each sub-area of evaluation shall be derived from a rating scale of 0 to 5:

- 5= Very satisfactory
- 4= More than satisfactory
- 3= Satisfactory

- 2= Less than satisfactory
- 1= Unsatisfactory
- 0= Not addressed (no credit)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability (20 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. _____
- Demonstrated a thorough understanding of the purpose and scope of the service activity _____
- Described how the proposed service is designed to meet the pertinent issues and problems related to the service activity. _____

B. Experience

- Description of projects/contracts implemented in the last 5 years that are pertinent to the proposed services _____

C. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. _____

D. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community. _____

E. Facilities

- Adequacy of facilities relative to the proposed services. _____

2. Project Organization and Staffing (15 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. _____
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. _____

B. Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. _____
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. _____

3. Service Delivery (55 Points)

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.

- Describes the overall program content and design. _____
- Demonstrates an understanding of the various service activities and sequence of events. _____
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures. _____
- Demonstrates knowledge of case documentation and maintenance. Include any experience with electronic case record maintenance as utilized in computer systems. _____
- Demonstrates knowledge of handling customer service and complaints. _____
- Provides for public relations and community collaboration. _____
- The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable. _____

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Special Conditions

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section I, paragraph II Website Reference. *

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
<i>Federal Certifications</i>				
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				

Authorized Signature

Date

Sample

Proposal Application

Table of Contents

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	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and	
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Organization: _____

RFP No: _____

1. The Department shall require that the organization selected to provide the service present a certificate of insurance in the amount of two million and no/1 00 dollars (\$2,000,000.00) for bodily injury and property damage liability arising in connection with the Provider's performance under this Agreement.